

PWS APP D - EXCEPTION CODES

Performance Work Statement - Appendix D

Exception Codes

For quality assurance measurement purposes, the time clock for measuring “on-time pick up and delivery” will not be considered to automatically stop for any reason. Exceptions not addressed in this appendix, will not be recognized by the government.

DTCI provides for a standard set of **sixteen** EDI exception codes (below) to be used for instances where the DTCI Coordinator cannot perform because of factors beyond its control. Guidance follows:

Premium Shipments:

Exception requests for premium shipments (air and surface expedites) will be electronically submitted to the affected site (within two business days of the event). The coordinator must provide sufficient justification to the site approving official outlining specific reasons why the exception should be approved. The site shall reject any/all requests for exceptions if the justification is inadequate. The government site has 5 business days to respond with an approval/rejection from the coordinator’s initial request and copy their assigned COR. The government site must provide reasoning why they rejected/denied the requested exception. The coordinator may appeal rejections/denials by submitting their original request, the TO’s comments and explanation why they do not accept the TO’s decision to the applicable COR. The COR is required to either approve or reject the exception and respond within 7 business days. The COR must provide justification why they reject any requested exceptions. If the DTCI Coordinator still thinks any of the COR rejections were unjustifiable, they may appeal to the PMO. The appeal to the PMO must include all comments from the TO and COR in addition to why the DTCI Coordinator disagrees with the COR’s decision. The PMO will work with the DTCI Coordinator directly to reach resolution as timely as possible.

Non-Premium Shipments:

The DTCI Coordinator shall manage the exception process in its entirety for non-premium shipments not to exceed a 9% ceiling for shipments delivered on-time due to exception. The ceiling will be reviewed annually for possible adjustment. (Direct load MDD and premium exceptions are not included in the 9% ceiling.)

The PMO will validate the total number of exceptions used versus the number of shipments moved to ascertain the requested exceptions are equal to or less than the authorized ceiling (currently 9%). The coordinator’s final performance number for a particular KPI cannot be achieved using more than 9% of service exceptions.

Access to exception reports shall be provided via the contractor’s web-based application that allows the government to view, download, and print such reports as needed. Reports must be retained on file for the same amount of time as required of the basic shipment record and history file.

Pick-up and Delivery Exception Codes

Code

Appointment required at delivery site

HB

Contractor will be expected to comply with the pre-appointment policies of the receiving activity. Only exceptions allowed will be if the delivery site refuses to grant an appointment that was made in accordance with the receiving location’s standard policies on advance notice and normal delivery hour requirements. Minimum documentation required must include mandatory delivery date, actual delivery date, date & time the initial request was made, POC name and/or confirmation number of the appointment of delivery location.

Appointment required at pick-up site

P1

Contractor will be expected to comply with the pre-appointment policies of the shipping activity. Only exceptions allowed will be if the shipping site refuses to grant an appointment that was made in accordance with the pickup location's standard policies on advance notice and normal pickup hour requirements. Minimum documentation required must include required pickup date, actual pickup date, date & time the initial request was made, POC name and/or confirmation number of the appointment of pickup location.

Shipment delayed

SD

Contractor will be expected to comply with normal business hours, or pre-appointment policies (if applicable) of the shipping activity provided in the EDI 214A AT701. Only exception allowed will be when the vendor supplying cargo for pickup does not have the shipment ready for the carrier to pickup. Minimum documentation required must include BoL number and/or offer number, required pickup date, actual pickup date, date and time initial request was made, point of contact at vendor facility stating cargo was not ready for pickup and point of contact at DLA Distribution Transportation Office confirming the cargo was not ready for pickup.

Held by shipper

BB

Contractor will be expected to comply with normal business hours, or pre-appointment policies (if applicable) of the shipping activity provided in the EDI 214A AT702. Only exception allowed will be when the vendor supplying cargo for pickup does not have the shipment ready for the carrier to pickup. Minimum documentation required must include BoL number and/or offer number, required pickup date, actual pickup date, date and time initial request was made, point of contact at vendor facility stating the cargo was not ready for pickup and point of contact at DLA Distribution Transportation Office confirming the cargo was not ready for pickup.

Installation closed when delivery was attempted during normal business hours

B1

Contractor will be expected to comply with normal business hours, or pre-appointment policies (if applicable) of the receiving activity. Only exceptions allowed will be if the carrier met the pre-appointment rules of the receiving activity, made the proper appointments, and arrived at the receiving activity's site at the appointed date and hour - and found the activity to be closed. Minimum documentation required must include mandatory delivery date and time, actual attempted delivery date & time, and the POC name of anyone at the receiving installation, such as a gate guard, that can verify that the receiving activity was closed at the time the attempt was made.

Installation closed when pick-up was attempted during normal business hours

AM

Contractor will be expected to comply with normal business hours, or pre-appointment policies (if applicable) of the shipping activity. Only exceptions allowed will be if the carrier met the pre-appointment rules of the shipping activity, made the proper appointments, and arrived at the shipper's activity's site at the appointed date and hour - and found the activity to be closed. Minimum documentation required must include required pick up date and time, actual attempted pick up date & time, and the POC name of anyone at the shipper's installation, such as a gate guard, that can verify that the shipping activity was closed at the time the attempt was made.

Holiday – installation was closed or transit time impacted by Holiday

AN

Minimum documentation required must include scheduled pick up date and time or delivery date and time, the date and name of the Holiday that conflicted with either of those dates.

Local emergency/Act of God

AU

These exception reports will be judged on a case by case basis. Minimum documentation required must include the scheduled pick up date and time or delivery date and time and a written narrative explanation that describes the local emergency or Act of God (Force Majeure) that prevented meeting the scheduled pick up or delivery.

Customer wouldn't accept delivery until after mandatory delivery date

AD

Contractor will be expected to comply with the pre-appointment policies (if applicable) of the receiving activity. Carrier must contact the DTCI coordinator (contractor) immediately for resolution if instructed by the receiving activity to delay delivery after an appointment has been previously scheduled and the movement is in progress.

Coordinator will make a reasonable attempt to resolve the issue with the receiving activity. If unable to resolve the delivery issue on the original MDD, applicable accessorial(s) may apply (see Appendix B of this contract).

The following minimum documentation is required; mandatory delivery date, revised delivery date, actual delivery date, date & time the coordinator or carrier was requested to delay the delivery, POC name of delivery location making the request.

Weather conditions prohibited pick up or delivery

AO

Severe weather conditions that prohibited the safe operation of the DTCI coordinator or its carriers' equipment from making pick up or delivery of a shipment will be considered valid if caused by adverse weather conditions that rendered the route to or from a pick up or delivery location impassable or prevented access into or out of a DoD installation. Required documentation should include the carrier, scheduled and actual pickup and delivery dates, location and type of weather delay.

Prearranged Appointment

BK

Contractor will be expected to pick up within 8 operational hours of the TO's initial request for movement. Only exceptions allowed will be those cases where designated pickup or delivery times are pre-coordinated between the coordinator and the TO and are outside the 8-hour operational response window based on TO requirements. An example of this may be a shipment that requires a crane for loading and the crane was unavailable during required 8-hour response time. Minimum documentation requirements are offer number, BoL number, scheduled pick-up or delivery date, reason for delayed pickup/delivery (crane required), and date/time shipment was completed (picked-up or delivered).

Past Cutoff Time

AW

Contractor will be expected to comply with local agreements negotiated between TO's, the DTCI coordinator, and their carriers designating specific times when cargo and accompanying documentation must be completely prepared for movement. This exception code will be used to identify those movement offers that are made after the scheduled cut-off time for origin pickup. Documentation requirements include offer number, BoL number, scheduled pick-up or delivery date, cut off time for specific location, 219 creation date/time, and date/time shipment was completed (picked-up or delivered).

Insufficient Time to Complete Delivery

BH

Contractor will be expected to comply with designated Mandatory Delivery Date (MDD) time standards as designated by the TO or shipper systems. Only exceptions allowed will be if the MDD was inaccurately calculated by the shipper system and did not allow the authorized amount of days for delivery based on state to state transit times. User designated mandatory delivery dates are not authorized for exceptions under this code. Minimum documentation requirements are offer number, BOL number, actual pick-up and delivery dates, and authorized number of days for transit.

Overweight/Overdimensional

BQ

Contractor will be expected to comply with meeting mandatory delivery dates for EXPEDITE cargo as designated by the TO. Only exceptions allowed will be if the shipment is overdimensional (defined as when the shipment contains one or more non-divisible articles, any of whose dimensions exceed Appendix B for Motor or Air shipments). Minimum documentation requirements include 219 creation date/time, shipping dimensions, scheduled pick-up or delivery date, and date/time shipment was completed (picked-up or delivered).

Freight Shipped Without Bills (Delivery)

BN

Contractor will be expected to ensure that freight shipped in their vehicles has accompanying bills of lading identifying the specific cargo being shipped. Only exceptions allowed will be if cargo is found without proper/missing bill(s) of lading during the sorting process at the carrier's LTL facility or other location while enroute to the destination. Minimum documentation requirements are, MDD, consignee, consignor, actual pick-up date, and actual arrival date at consignee.

Bills Provided to Carrier Without Freight

C2

Contractor will be expected to ensure that freight shipped in their vehicles has accompanying bills of lading identifying the specific cargo being shipped. Only exceptions allowed will be if bills of lading are found without corresponding and accompanying cargo during the sorting process at the carrier's LTL facility or other location while enroute to the destination. Minimum documentation requirements are BOL number, consignor, consignee, actual pick-up date, and actual arrival date at destination.